

Love my life

FitzRoy's outcomes focussed model of support



Outcomes

By using information from a range of perspectives, we align our staff and systems to achieve the outcomes that matter. We look at:

1. Outcomes for those we support and their families
2. Outcomes which mean we retain high quality, engaged staff
3. Outcomes for the communities we are part of
4. Outcomes which ensure we are a sustainable organisation

1. Outcomes for the people we support and their families

The people we support set their goals, and we use these goals to help them plan how they want to live their life. We have a range of outcomes-focussed monitoring tools that help us listen, and use communication that reflects each person's preference. These include learning logs, person-centred reviews and 1:1's, which benchmark progress and support people to enjoy increased levels of self-determination, and, quite often, reduced dependency.

Love my life – outcomes planning tool

FitzRoy's Love My Life outcomes tool has been created by the people we support, and is built around the five life-outcomes that matter most to them.

This tool is used by the people we support and empowers them to work towards their goals, review their own progress, and celebrate their successes. It has a positive impact on everyday things like going out, making friends, budgeting, shopping, cooking a meal or making food, and maintaining their

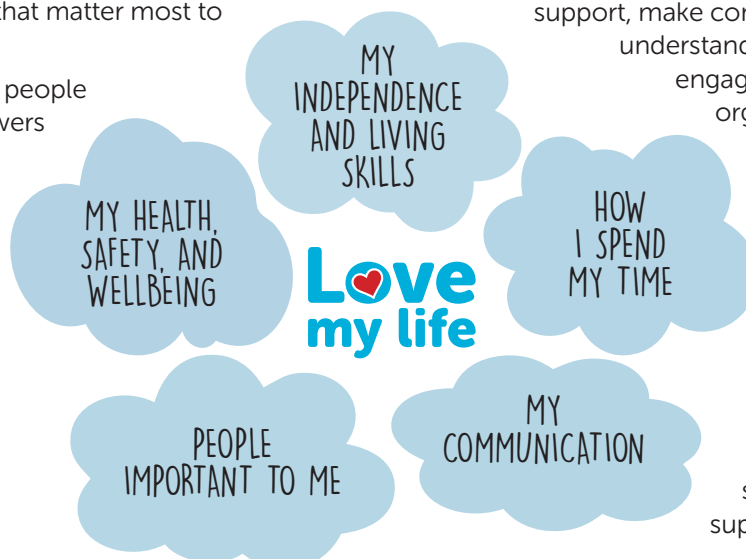
home. It also helps them focus on bigger goals such as learning new skills, finding work, becoming a volunteer, and moving home.

Working with families and circles of support

FitzRoy was started by families, and remains committed to understanding the challenges they face when looking for the best support for their relative. We work in partnership, building a strong relationship that can last a lifetime. This not only helps us get to know each person, their background, their culture, and preferences, it ensures we adapt and change the support as each person grows and develops. Through co-production we provide ways for families to be involved in

support, make comments and suggestions, understand our philosophy and engage with the wider FitzRoy organisation.

We work with families to identify skills and opportunities, agree roles and boundaries for all concerned, and maintain confidential and transparent communication. We also measure satisfaction in an annual survey of those we support and their families.



Results show:

- 95% of the people we support said they are supported to do things which are important to them.
- 98% of professionals say they are confident about the support people get from all our staff.
- 93% of families said their relative gets the support they need to make decisions and choices about their life.

Feedback

We continuously gather feedback to improve our work and embed a culture of excellence across the organisation. This ensures complaints, comments, suggestions and compliments are incorporated into plans, and people's concerns are addressed and lessons learnt. We have three annual surveys; for those we support; their friends or relatives; and the professionals we engage with.

Wellbeing is gauged daily at every contact point by our support workers, and recorded in support plans. This feedback helps us regularly capture an individuals' quality of life, and ensure outcomes-focussed support planning.

We also hold residents' meetings in all our supported living and residential services.

The people we support drive the agenda, and provide an open and constructive forum through which everyone can express their views, concerns and feedback.

2. Outcomes which mean we retain high quality, engaged staff

People are at the heart of FitzRoy, and staff form the backbone of our success. Through our award-winning training scheme, we give staff the opportunity to gain expertise in learning disabilities, autism, Asperger's, dementia, sensory impairment, mental health, epilepsy and behaviours that challenge. We run an annual staff engagement survey, listening to our staff, adapting our strategy, and encouraging everyone to have a say. Recent results show that 95% of colleagues feel trusted to do their job.

We take a values-based approach to recruitment and involve those we support throughout the process. Prior to advertising a role, we work with the people we support and their families to identify the characteristics most important to them in a support worker.

Continuity of care is as important to us, as it is to the people we support and their families. We achieve this through a focus on the quality of care delivered, and a reduced staff vacancy rate, which in turn reduces our reliance on agency staff.

We aim to make staff operational as soon as possible, and we address the challenges this presents when staff have not worked in a care environment before. To help them achieve this in a reasonable time, we have a comprehensive induction training programme, with some modules completed before their first day on rota.

For those who have prior experience in the care sector, we ask for proof of training they have already received together with in-date certificates for any of the training that has a time limited validity. A programme of training for the new employee is then established with dates of when they are expected to complete the training. It is mandatory that all elements of their training are completed within 12 weeks of their start date.

We monitor compliance with routine training and refresher courses and record management observations of practice.

3. Outcomes for our partners, regulators, communities, and commissioners

Our sector is regulated by various bodies including the Care Quality Commissions (CQC), the Health and Safety Executive (HSE), and the Information Commissioners Office (ICO). We make sure that line of sight around management information, occurrence reporting and achieving organisational key performance indicators (KPIs) is accessible, clear and rigorous.

Our CQC performance is good at 88%, above the CQC benchmark, however we are committed to delivering excellent care, and continuously look at how we can improve on this. Investing in building better relationships with the many people and groups who have a stake in FitzRoy is critical and helps us understand the needs of everyone. We do this through conversations and campaigns that engage people, and raise funds. We work with people who want to make a difference to those living with disabilities, and fundraising for things that the people we support need to achieve their goals; assistive technology, fully accessible kitchens, sensory rooms and more.

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We build community capacity by supporting other charities and community groups, and where possible we aim to provide joint services with community and special interest groups.

We run a grass-roots organisation providing a vital service helping people with learning disabilities stay safe when finding friends and looking for love. As

a fully fundraised project, Love4Life, has helped us reach people with mild learning disabilities who are vulnerable but often fall through the cracks in care provision.

FitzRoy is committed to lifelong learning, and we run supported volunteer schemes and have an ASDAN accredited centre. This has helped many into paid and voluntary work. At our learning hubs, in partnership with local professionals and companies, we train people in life skills such as cooking, ICT, budgeting and finance, literacy and numeracy, communication skills, as well as social and sporting activities. We encourage and train volunteers to work in our services as they bring unique skills and opportunities to the people we support.

We support local job markets and provide 1200 people with work, recruiting around 200 people a year, and we work with around 40 housing providers to provide housing solutions to vulnerable adults.

4. Outcomes to ensure we are sustainable as an organisation

FitzRoy continues to achieve significant growth, both in income and geographic reach every year. This, along with a focus on being as effective as possible whilst ensuring delivery of quality care, is reflected in consistently strong financial performance.

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By successfully reducing our management charge, we remain highly competitive whilst ensuring we retain the expertise necessary to run a growing organisation. The overall service user vacancy rate remains low at 3% across the organisation, with most locations full.

However, there are specific locations and specialised services where we continue to work closely with the local authorities to understand how best to ensure vacant beds are matching the needs of the individuals awaiting placement and to understand the correct levels of demand in the area.